



MEMORANDUM



DATE: August 1, 2001

TO: ALL DEPARTMENT TRAINING OFFICERS

FROM: **DIANE JUST**
Division Chief
Training and Continuous Improvement Division
(916) 445-5121; FAX (916) 324-4050

SUBJECT: Minutes of the Quarterly Training Officer Meeting – July 11, 2001

The quarterly Department Training Officer Meeting was held on July 11, 2001 at the Department of Personnel Administration, Training and Continuous Improvement Division, 1515 S Street, North Building, Suite 108, in the Colorado/Kern Rooms, beginning at 9:00 a.m. and ending at 11:30 a.m.

- I. WELCOME AND OPENING (9:00 – 9:15 a.m.)
Diane Just, Chief of TCID, reviewed the agenda and objectives for the meeting. Diane also gave an update on the State Training Center's Pilot Program with Skillsoft. We are still under the maximum enrollment, but are filling up quickly for this pilot program, which offers access to 20 web-based training courses during the period of May 15 – November 15, 2001. For more information about registration, contact Evelyn Hemenover at (916) 445-0953 or visit our on-line information at <http://www.dpa.ca.gov/tcid/stc/virtual/wbt24-7.shtm>.
- I. THE CHANGING FACE OF THE STATE WORKFORCE (9:15 – 11:15)
We had presentations from the following distinguished panel members on how they are preparing to replace the ranks of retirees:

Mike Navarro, Department of Personnel Administration – Discussed the changes in the current organization of the Classification and Compensation Division to reflect the changing needs of the new administration and the state workforce. His main focus was on the need to coordinate all aspects of Human Resource Planning - Training, Personnel Management, and Labor Relations to create a better work environment for the state workforce. For more information about CCD, contact Mike at (916) 324-0505.

Shelley Langan, State Personnel Board – Discussed recruitment and retention strategies for today's labor market. It is anticipated that the workforce of State Government will increase approximately 10.7% to 12%, making it essential that we actively compete with private industry in hiring and retaining qualified employees. For more information on recruitment, retention and succession planning, contact Shelley at (916) 654-8538, or download her power point presentation at <http://www.dpa.ca.gov/tcid/dto/dtomain.shtm>.



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Bonnie Parks, Employment Development Department – Discussed California's Changing Workforce, which included a tight labor market, an aging population, more women working, major ethnic shifts and a more culturally diverse workforce. Government challenges include surviving in a scarce labor market, increasing recruitment, training and benefit costs, retaining qualified employees, and spanning the generation/culture gaps. For more information on California's Future Labor Market, contact Bonnie at (916) 654-3153, or download her power point presentation at <http://www.dpa.ca.gov/tcid/dto/dtomain.shtm>.

Terry Murphy, Department of Transportation – Talked about their Capital Projects Skill Development Plan, which is a three-year skill development plan (beginning in 2000/01) for approximately 10,900 Caltrans employees who work on Capital Projects. The Finance Letter supporting this plan provides an increase of \$12 million and 56 personnel years each year for three years. For more information on the Capital Projects Skill Development Plan, contact Terry at (916) 263-4955 or download his power point presentation at <http://www.dpa.ca.gov/tcid/dto/dtomain.shtm>.

Ree McLaughlan, Department of Forestry and Fire Protection – Discussed their efforts in hiring and maintaining a qualified workforce. The challenges facing the Department of Forestry are that 60% of CDF management will be at or past average retirement age by 2003 and that Chief Officer salaries create negative incentive to promote. The Director of the CDF appointed three committees to look at ways to encourage people to work for the department and to promote into the Chief Officer classifications. The Classification and Compensation Committee made recommendations which resulting in changes in the salary structure to add extended duty pay for excluded positions, incident command assignment differential, and incident command team differential. The Recruitment and Retention Committee is working on opening up the Fire Captain exam to federal and local government, exploring combining entry level seasonal and permanent Fire Fighter classifications, and the filling of vacancies is being given the highest priority by their Operations Staff. The Training and Management Development Committee has created a CDF University. So far, the University includes three different Schools of Learning (Fire Protection, Resource Management, and Management Services), a Leadership Program, Chief Officer College and a pilot Distance Learning Program. Other expanded training opportunities include increased Basic Fire Fighter training with modules and multiple tracks, online Training Handbook and orientation, and exploring the possibility of having Limited Term employees participate in the CDF 3-year entry level apprenticeship program. For more information on CDF, contact Ree McLaughlan at (209) 274-5507.



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After the presentations, the panel opened up the discussion to questions. The following questions information was shared:

Kathleen Evans, STRS, suggested that we have a presentation on this topic at the Executive Leadership Forum. Diane Just, TCID, added that we might want to include this in the meeting of the California Leadership Institute (CLI) Alumni. Shelley Langan, SPB, mentioned that she is making a presentation at the one of the next CLI classes. She also mentioned that the topic of the November 14 Test Talk in Room 150 of the SPB, will be "Generation-X". For more information on this Test Talk Meeting, contact Shelley at the number listed above.

Ree McLaughlan, CDF, mentioned that Carolyn Zeitler and Vera Nicholas, from the State Library, had provided a list of journal articles on Succession Planning that are available through the Library. They are also beginning to purchase videos, so your input Since the meeting, they have also sent out to CA-Trainers a list of resources on Generation-X and Recruitment and Retention. For more information on resources available at the State Library, contact Carolyn at 657-2243 or Vera at 657-0938. For more information on how to join the CA-Trainers list serve, go to <http://www.learning.ca.gov/ca-trainers.html>.

Jonathan Clarkson, DSS, suggested some books/videos that are excellent in this topic area: *Love 'Em or Lose 'Em* or *Listen Up Leader*. If you have more questions about these books/videos, contact Jonathan at 657-4049.

There was a general discussion about marketing your vacant positions (recruitment). Shelley Langan, SPB, made the following points:

- Market to target audience
- Add non-traditional information to announcement
 - 2% at 55
 - Free Parking
 - Training Opportunities
 - Day Care
- Recruit in Non-Traditional Locations
 - Billboards
 - Movie Theaters
- Modify information on announcement to attract your target group

Retention – People stay or leave an organization based on their satisfaction with their supervisor, not their organization. We need to develop supervisors to encourage retention.



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Are there training resources on recruitment and retention strategies? Ms. Langan, from SPB, made the following suggestions:

- Develop a team which includes all major programs to help you focus,
- SPB is in the process of developing a course,
- This is really a marketing issue.

Terry Murphy, Caltrans Capital Project Program, offered copies of a handout that outlines the entire process that Caltrans used to increase their training budget by \$12 million.

Diane Just, TCID, reminded attendees about the Training Conference, scheduled for February 25–27, 2002 at the Concord Sheraton. Registration information should be available soon on the DPA website. Diane also announced that she will be teaching a 6-hour version of the Group Intervention session for any who missed it at the Annual Training Conference in February. This free workshop will be held at the State Training Center. For more information, download the flyer from our website at <http://www.dpa.ca.gov/tcid/dto/dtomain.shtm>.

A new feature has been added to the DPA website in the form of the "DTO Home Page." Here you will find information about the the relationship and resource aspects of the DTO community in California State government. Your comments are welcome. Please visit this new web page at <http://www.dpa.ca.gov/tcid/dto/dtomain.shtm>.

The following new Training Officers/Coordinators attending the meeting:
Roberta Sandoval, State Personnel Board
Geneanne Franklin, Office of State Architect
Becky Botelho, Disaster Assistance, Office of Emergency Services
Syd Treat, Alcohol and Drug Programs
Nancy Niccoli, Prison Industry Authority
Cindy Fernandez, Department of Financial Institutions

The next Department Training Officer Meeting will be held on October 10, 2001, from 9:00 to 11:00 a.m. If you have a large training room and you would like to host the next meeting, contact Susan Coats at (916) 324-4055. If there are no volunteers to host the next meeting, it will be held at the State Training Center, 1515 S Street, North Building, Suite 108, Colorado/Kern Rooms. We will include the location of the next meeting on the agenda, usually sent out 2-3 weeks before the meeting date.



DTO SIGN-IN SHEET

Name	Department	Telephone
Carolyn Zeitler	State Library	657-2243
Bonnie Parks	EDD	654-3153
Diane Hampton	Youth Authority	(209) 944-1300
Jonathan Clarkson	Social Services	657-4049
Maria Riddlespriger	DOIT	445-4157
Geneanne Franklin	DGS/State Architect	324-7101
Linda Luna	Real Estate	227-0797
Kay Priest	Real Estate	227-0793
Syd Treat	ADP	324-4397
Lance Benner	Leg. Counsel	445-3796
Robert Stroud	Mental Health	654-3742
Virginia Caraway	Porterville Dev. Center	(559) 782-2832
Kendra Nicholas	Conservation	322-5986
Jeannie Beatty	Corporations	324-7911
Nellie Monahan	Corporations	327-8914
Kat Calhoun	Energy Commission	654-4033
Tamara Wheeler	DDS	654-1855
Dave Ebert	CDF	445-8195
Sharyn Hamer	Education	657-2574
Ree McLaughlan	CDF	(209) 274-5507
Becky Botelho	OES	464-0519
Roberta Sandoval	SPB	653-0155
Joan Allison	SPB	653-0443
Joan Strohauer	Education	657-4734
June Fong	Transportation	227-9791
Carolyn Strause	Transportation	227-9801
Vicky Reedy	Water Resources	653-6878
Joe Mexas	OSHPD	654-3146
Tony Ferrara	OES/CSTI	(805) 549-3548
Curry Dillon	OES/CSTI	(805) 549-3257
Kathleen Evans	CalSTRS	229-3810
Wendy Matsuda	CA Horse Racing Board	263-6049
Cindy Fernandez	Financial Institutions	324-9679
Nancy Bourne	SDC/DDS	(707) 938-6318
Rhonda Morris	Lottery	322-5659
Bob Reguera	SDC/DDS	(707) 938-6318
Mary Wakefield	CDC	(209) 744-5089
Nancy Nieland	CDC	(209) 744-5000x4075
Jennifer Ojeda-Vicory	Board of Equalization	324-9986
Karyn Lombard	Parks and Recreation	651-8264
Julie Chambers	DPA	324-9413
Joanne Miller	CalSTRS	229-4696
Jana Matal	Aging	324-6813

